

6.8.1.2.1 *Training Support via the Automated Response Unit*

For counties using mail-based conversion a toll-free training support number, separate from the statewide customer service center number, shall provide recipient training assistance through an ARU function 24 hours per day, seven days per week during the conversion period. The ARU shall address the most important topics to assist a cardholder in using the EBT System. The ARU shall provide instructions on topics such as:

- How to obtain face-to-face training if desired
- How to perform a Food Stamp transaction
- How to perform a cash transaction
- Card and PIN care and usage
- Benefit availability date
- How to conduct a balance inquiry
- Where EBT cards may be used
- How to report a lost, stolen or damaged card
- Card and PIN replacement

Recipients shall be able to call the Training ARU from pay phones, according to the requirements of Section 6.11.2.1. The Training ARU shall be in the ten languages required in Section 6.11.2.2. The State must review and approve all ARU messages in all required languages before they are used on the system. The Contractor shall not change ARU messages or menu functions without prior approval of the State. The training ARU shall meet performance standards that are customary for such lines in the EBT industry.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.1.2.2 *Walk-in Training Centers*

The Contractor shall provide staff for recipient walk-in training centers to support conversion activities. Recipients will self-select to visit the training centers for the purpose of obtaining training materials, viewing a training video, practicing a POS transaction, or receiving face-to-face instruction.

Counties are responsible for securing facilities for the walk-in training locations. Additionally, counties will provide storage, furniture, phone and electrical line installation. The number of walk in training centers will vary from county to county. Proposals shall address the walk-in training center requirements (e.g., square footage, furniture, equipment, electrical outlets, phone lines, recipient capacity, etc.).

Training centers shall open to serve recipients concurrent with card mailings. Training centers shall remain open in a county implementation area for a period that is appropriate to the volume of recipients transitioning to EBT. Training centers will be operated on a staggered basis consistent with county implementation schedules, and shall provide for evening and weekend hours to accommodate working recipients' schedules.